



BILLING OFFICIAL AND CARD HOLDER



“HOW TO” MANUAL

Created By: TSgt Michael L. Johnson
Ellsworth AFB, SD

Updated for the US Army June 2002 by:
Barbara Rawlings-Fort Riley, KS
Dianne Brandon-Fort Rucker, AL
Ron Applewhite-Fort Polk, LA

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1. CARDHOLDER INSTRUCTIONS FOR OPERATION OF C.A.R.E.

<https://care.usbank.com>

To login, go to the above site and click on “I ACCEPT”. Note: I do not recommend bookmarking this page and do not forget the “s” in https as it is a secure site.

You will now be at the login screen. This is the page you want to bookmark/add to your “favorites” on your browser.

You must enter your username and password. The first time you enter your password you will be prompted to change your password. New passwords must be at least 8-12 characters in length, at least one must be numeric. No “wildcards” such as these @ # \$ %. Cardholders will be prompted to change password once every 100 days. Billing Officials prompted every 30 days.



This is the next screen you will have. The following items are available:

Transaction Management: Used to enter your purchases, reconcile your accounts and approve your monthly statement.

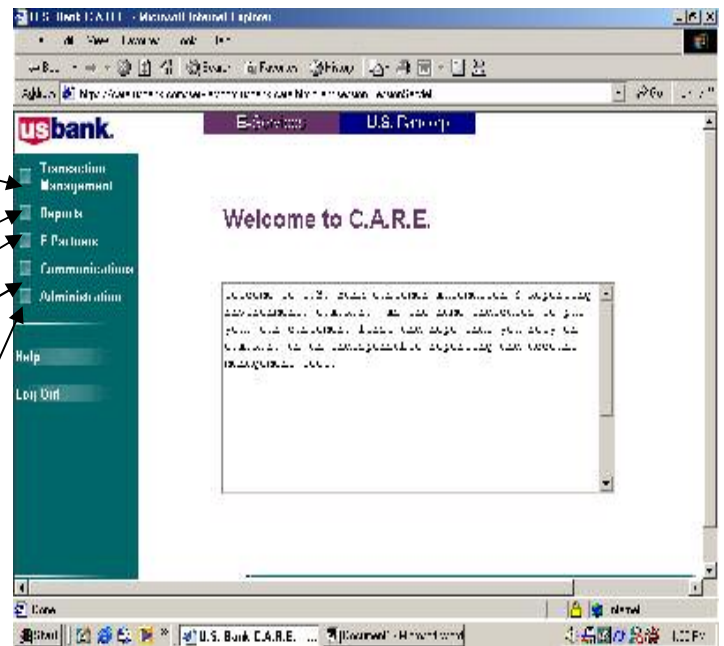
Reports: Used to print your monthly purchases.

E-partners is not currently available.

Communications is not available.

Administration is used to change your “authentication word” and passwords.

"As the bank loads enhancements to CARE, they will post these changes in a remarks block that is seen once you get into CARE. It is your responsibility to read and comply with the changes."

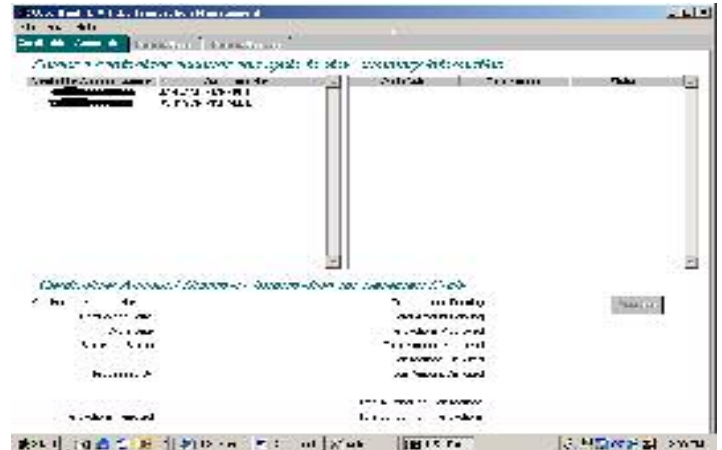


A. TRANSACTION LOG ENTRY

Click on Transaction Management. (It will take a few moments to load so be patient) This is used to create a log to track purchases as they are being made. When you make a purchase you must enter the purchase into the C.A.R.E. system on the log.

If you have more than one charge account, they should all appear. If they do not, you can call the bank and ask them to “tie” all your accounts to your C.A.R.E. username at 888-994-6722 then * to reach customer service.

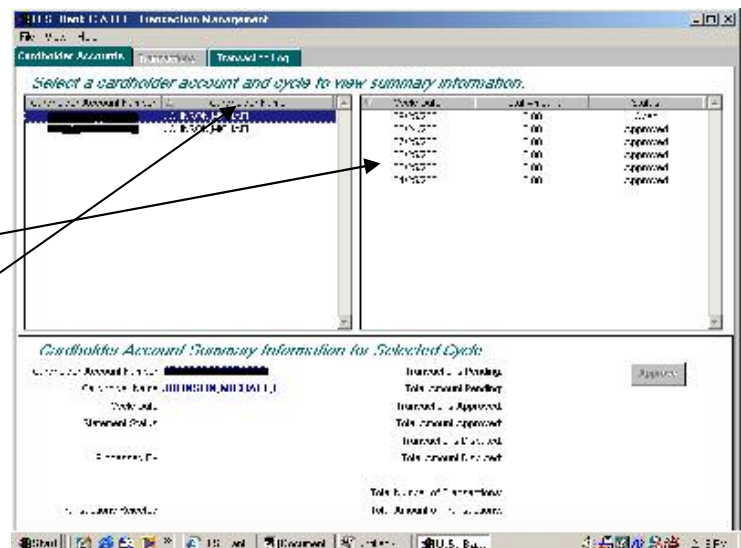
Select the account you wish to work with. (Make sure it is the one you used for the purchase.) When you select the account, the system will start operating to bring you a new selection.

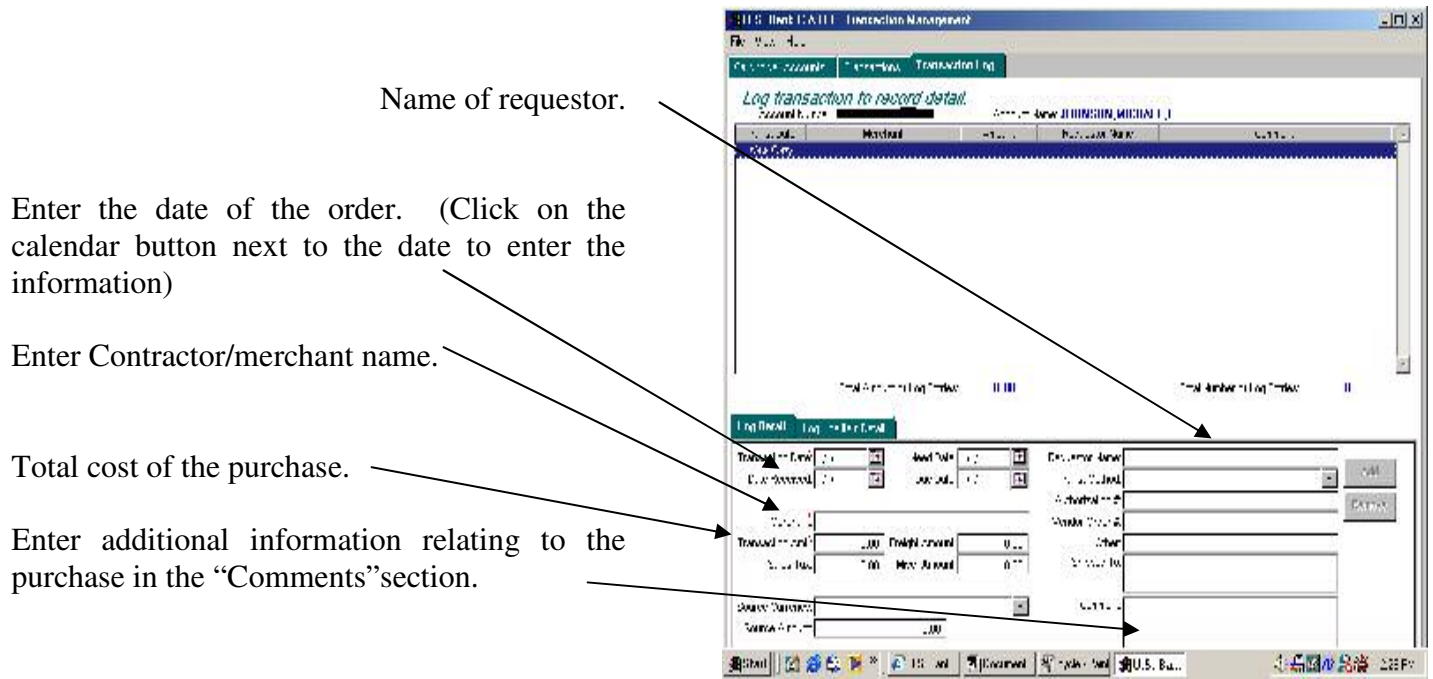


You must now select a “cycle” to work with. If your cycle has already been reconciled and approved, you cannot change it. The only account available is the one that says, “open”.

Click on the cycle to be changed.
(In this case 09/25/01)

Then click on the tab “Transaction Log”.

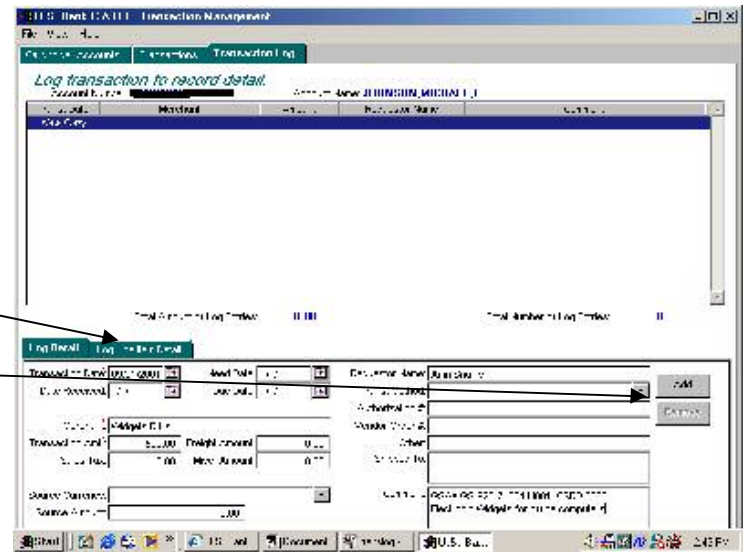




EXAMPLE:

For this purchase Ann Snuffy needed accessories for a computer. My billing official approved my purchase request and I found them on GSA Advantage with "Widgets R Us."

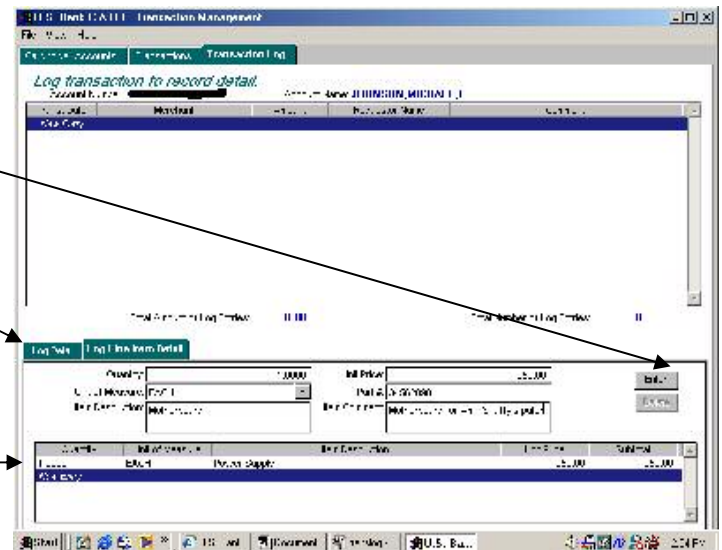
NOTE: If you have a detailed receipt and you will not be using the Log Line Item Detail tab, you must click on the ADD button to add this entry to your log.



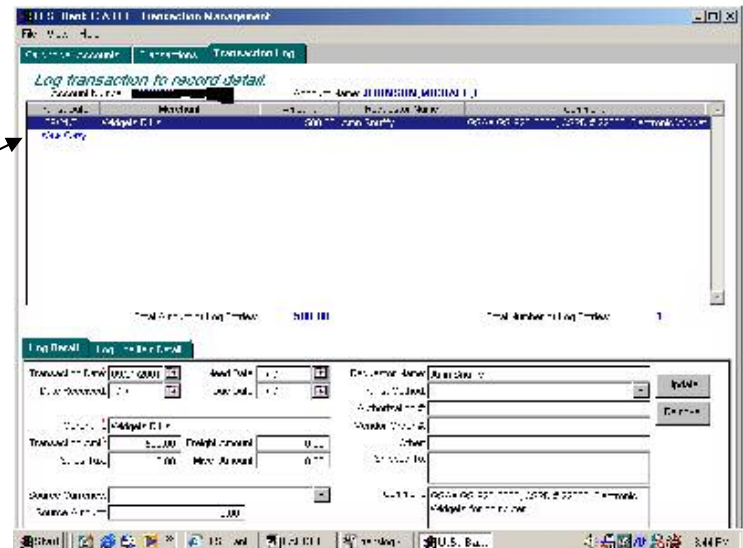
Since I am using the Log Line Item Detail on this purchase and have entered all items I can click the enter button.

Now that I have entered all items I have to go back to the “Log Detail” tab and add the transactions.

Remember I entered the accessories then clicked on the “enter” button.



The item is now on the transaction log. I have clicked the “update” button and it now shows in the transaction log.



I only had one transaction for this month. If I want to print the log I must press the “Print Screen” button on the upper right hand corner of my keyboard while in this screen. Then I open Microsoft Word or Power Point, open a blank page then click the right mouse button and select paste. You can resize the image on the page as required for reading. Print it and you have your log. There will never be a print button for the log due to DOD wanting it paperless. NOTE: If you have entries that are not visible on the screen at one time, click on the bottom entry to highlight, print screen/capture and paste the current image, scroll down (leaving the last entry highlighted as a marker) print screen again and paste to another page. Do this as many times as needed to print all entries.) Print your entire log the first duty day **AFTER** the end of the billing cycle before you begin the “Reconcile” action.

NOTE: If your Billing Official requires you to also maintain a separate spreadsheet, you can print a monthly report on an excel sheet from CARE as your hardcopy. **HOWEVER**, inputting the data into the Transaction Log in C.A.R.E. is **MANDATORY**.

B. RECONCILING YOUR ACCOUNT

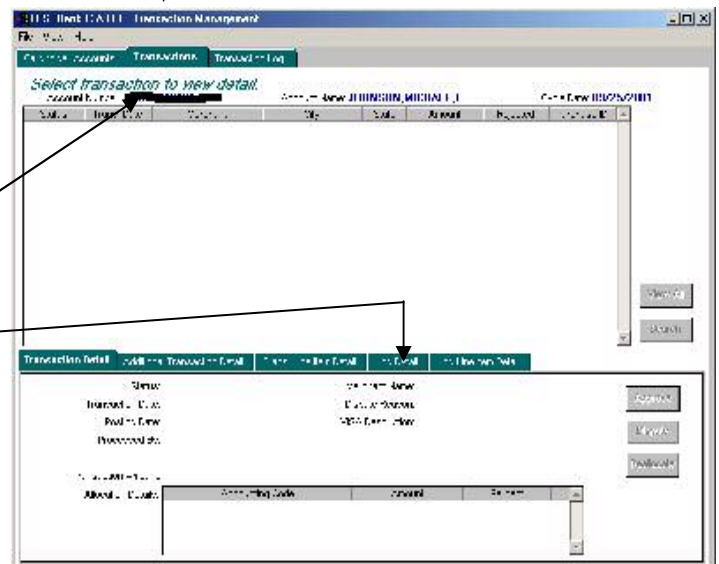
Since I am working with a charge that didn't really happen, I cannot actually reconcile this example so I have included another example.

Once you are logged into C.A.R.E. click on Transaction Management. Select the account/card you wish to work on then select the billing cycle that has just ended.

Click on Transactions Tab.

This tab lists all the charges USBank has received from merchants against your card. Some vendors may "split" the charges to your card. In our example, maybe only part of the accessories shipped immediately. A few days later the rest of the order is shipped. I might then see two charges from "Widgets R Us" for \$250.00. If you see only partial charges, or multiple charges combined into one you must go back to the Transaction Log and adjust your log to match how the vendor charged. (Most charges will be reflected just as you logged them)

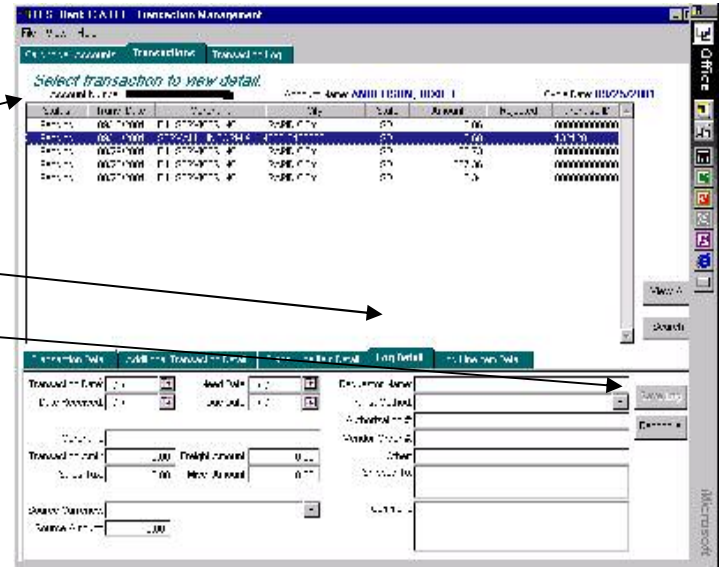
To begin reconciling charges, click on the transaction you want to reconcile then click on the Log Detail tab.



This cardholder is ready to reconcile their September account. She looked at the Transactions tab and the vendor charges and checked them against her Transaction Log and found/adjusted her log entries to match the bank entries. For this example we are reconciling a Servall charge for \$10.60.

Once you have highlighted the entry you want to reconcile, click on the reconcile button located on the Log Detail tab.

NOTE: Notice the blocks in the Log Detail tab are currently blank.

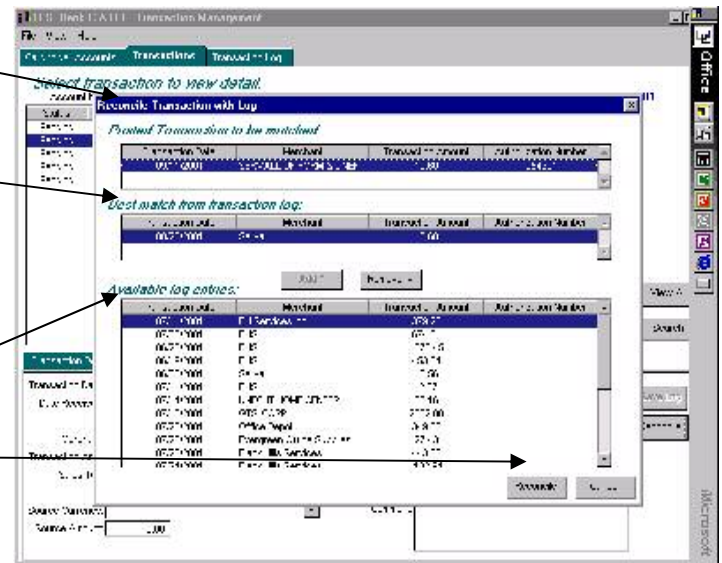


This part of the new screen reflects the line item you highlighted on the transaction tab.

This part of the screen shows the entry the computer believes to be a “match” for reconciliation. Pay attention and verify that this is actually the item from the Transaction Log you want to reconcile.

These are the purchases reflected on your Transaction Log.

When you are ready to reconcile, click here.

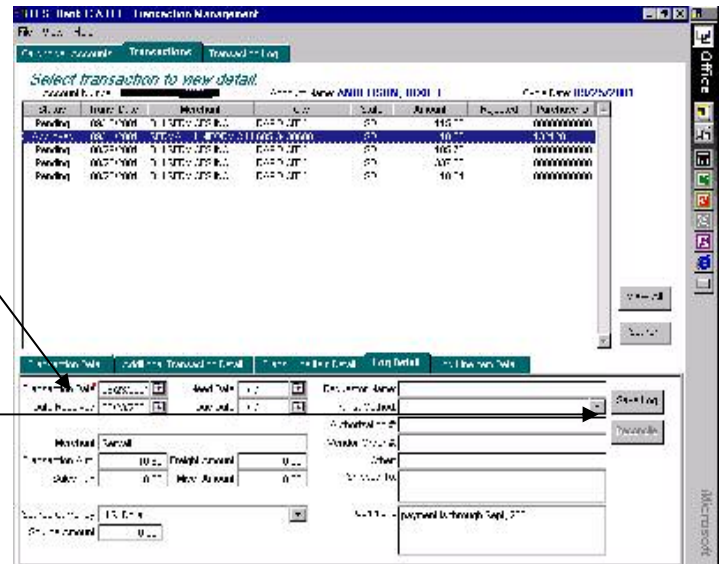


The transaction has now “reconciled” and the item is dropped from your Transaction Log.

As you can see, the Log Detail tab now has data in it. If you also had entries in the Log Line Item Detail tab, it too will now be filled with the data.

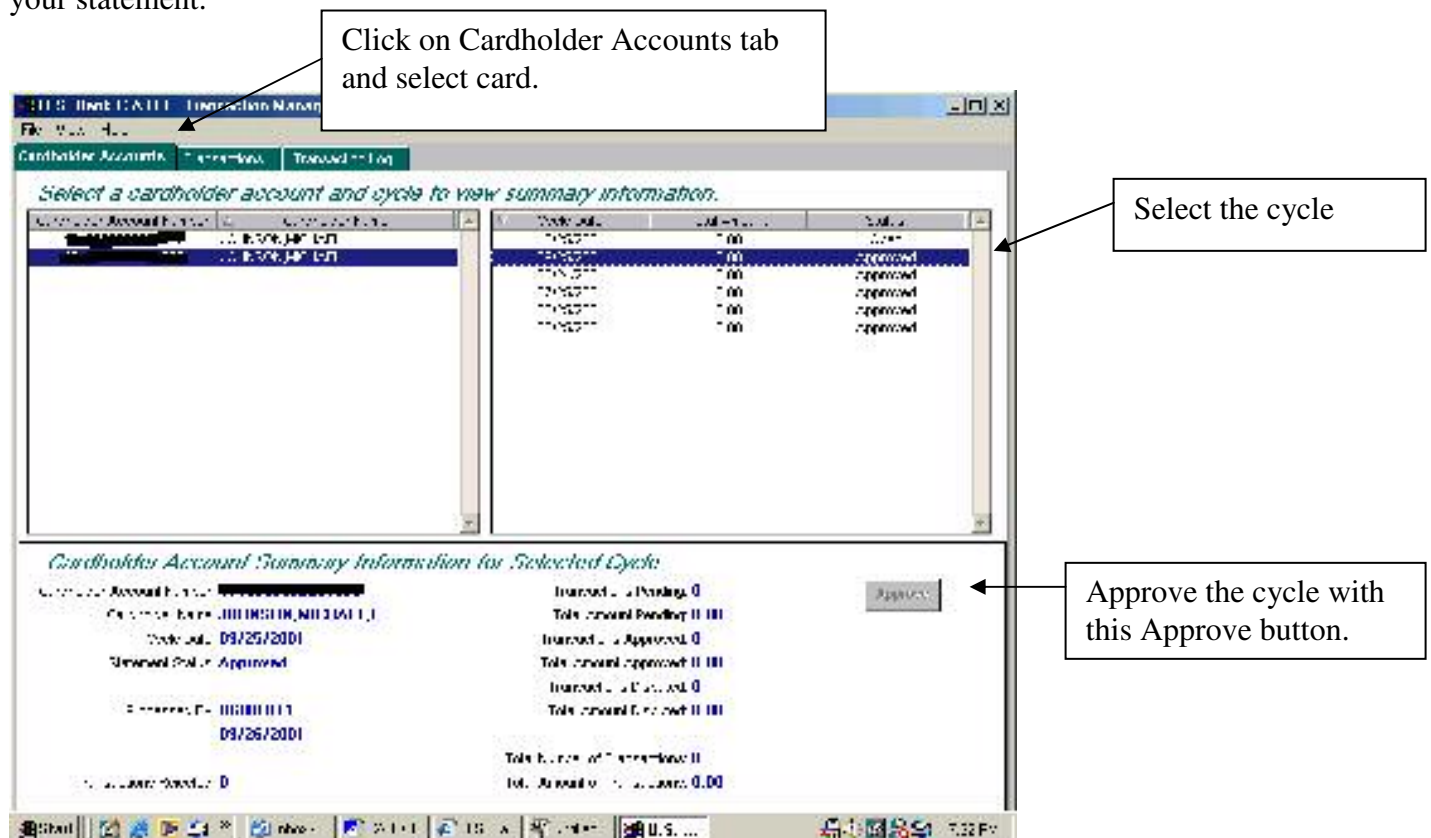
Now that you have verified the data, click on “Save Log” button to complete the action.

You can now continue to reconcile the remaining items on the Transactions tab.



NOTE: After you have reconciled all the Transactions on the Transactions tab, the only items remaining on your Transactions Log should be those that have not appeared on the Transactions tab, remaining balances from partially charged transactions, or new transactions.

After you have reconciled all your transactions for the billing cycle, you may now proceed to approve your statement.



C. APPROVING YOUR TRANSACTION

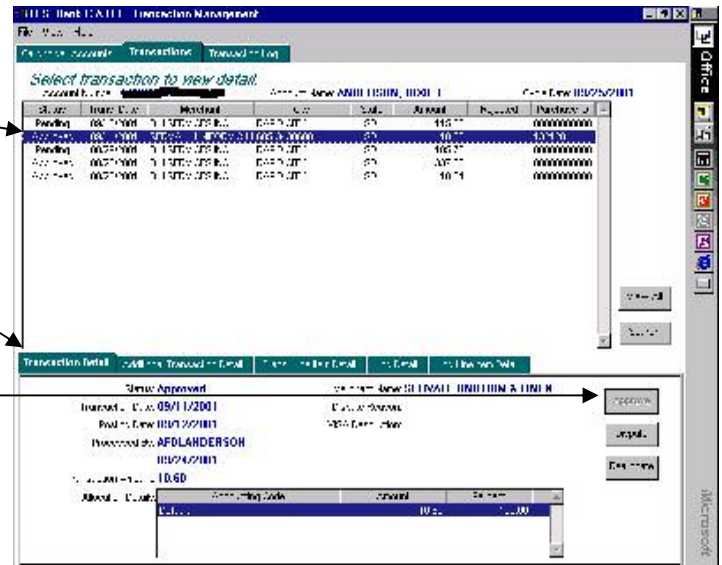
After you reconcile, you must approve the transactions so the Billing Official will be able to certify/invoice for their account. You as a cardholder must have this action completed the first business day after the cutoff of the billing cycle. **The reconcile action should also approve your transaction.** Occasionally, after you complete the reconcile action the Approve button is still accessible. If the approve button is accessible, here are the steps to take to approve the transaction:

Click on the transaction you wish to approve.

Click on the Transaction Detail tab.

Click on the Approve Button.

(As you can see from this example, the reconcile already approved the transaction)



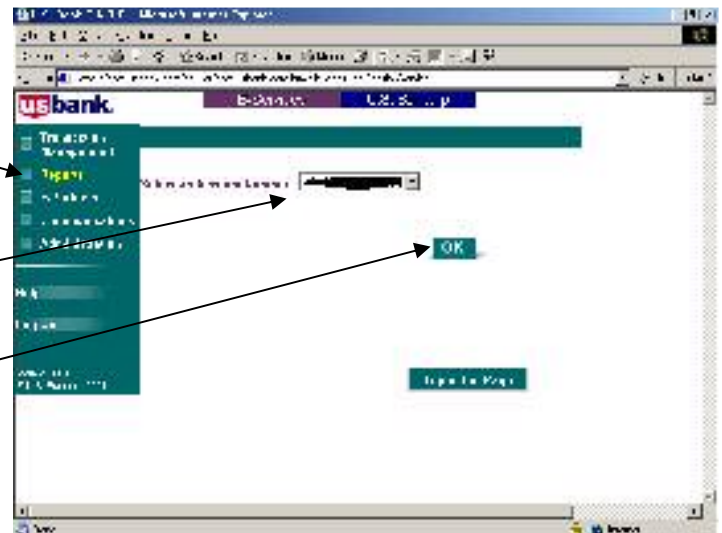
D. PRINTING YOUR MONTHLY STATEMENT (if required) AND MONTHLY LOG

NOTE: All transactions must be approved prior to approving monthly statement and printing monthly statement or monthly log.

After you login, click on Reports.

If you have more than one account, click the down arrow and select the account you want to work with.

Click OK



Select the Cardholder Full Transaction Detail from the drop down menu.

usbank
CARD.F Reporting

Cardholder Account Search

Select Report:
 Cardholder Summary Detail
 Cardholder Full Transaction Detail
 Cardholder Full Transaction Detail

Report By:
 Cycle End Date
 Opening Date Range
 Output Date

Month Year Month Year Month Year

Help

Cancel

The report you want to select is “Report By: Cycle End Date”.

From the drop down menus, select the appropriate Month and Year.

Select the “No” radio button for Show Allocation. If you select “Yes” it shows all the accounting classification data for your purchases.

For the Report Output, you can select any one of these. Select “EXCEL” for a manual log. Columns can be adjusted and a comment column added if necessary.

Now you can click on “SUBMIT” to generate the report.

CARD.F Reporting

Cardholder Full Transaction Detail

Select Report: Cardholder Full Transaction Detail

Report By:
 Cycle End Date
 Opening Date Range
 Output Date

Month Year Month Year Month Year

Show Allocation: ☒ Yes ☐ No

Report Output:
 CSV
 HTML
 PDF
 EXCEL

Print Submit

This is the report you will see. It has all the data required and is easy to follow. To get all the information, you need to print it as “Landscape” on your printer.

https://reports.care.usbank.com/cgi-bin/ibi/cgi/ibiweb.exe?PG_REQTYPE=REDIRECT&PG_Func=GETBINAR - Microsoft Int...

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Cardholder Full Transaction Detail

Cycle End Date: 10/25/2001
Managing Account Number: [REDACTED]
Cardholder Account Number: [REDACTED]
Cardholder Name: [REDACTED]

Tran Status	Tran Date	Post Date	Trans Amount	Sales Tax	Purchase ID	Merchant Name	Authorize Number	Reference Number
Unapproved	10/05/2001	10/08/2001	\$945.07	\$.00	000000000000000000	B H SERVICES INC	020811	24270761279200544580087
Unapproved	10/10/2001	10/12/2001	\$214.12	\$.00	000000000000000000	B H SERVICES INC	097815	24270761284200544580114
Unapproved	10/10/2001	10/12/2001	\$284.58	\$.00	000000000000000000	B H SERVICES INC	099754	24270761284286520801012
Unapproved	10/10/2001	10/12/2001	\$364.03	\$.00	000000000000000000	B H SERVICES INC	089772	24270761284286520801028
Unapproved	10/10/2001	10/12/2001	\$435.97	\$.00	000000000000000000	B H SERVICES INC	033889	24270761284286520801038
Unapproved	10/10/2001	10/12/2001	\$447.29	\$.00	000000000000000000	B H SERVICES INC	097182	24270761284286520801048
Unapproved	10/10/2001	10/12/2001	\$465.71	\$.00	000000000000000000	B H SERVICES INC	014089	24270761284286520801052
Unapproved	10/12/2001	10/15/2001	\$169.00	\$.00	000000000000000000	B H SERVICES INC	000446	24270761286200544580104
Unapproved	10/12/2001	10/15/2001	\$365.43	\$.00	000000000000000000	MAIL BOXES ETC #3912	032481	24323011286251284020108
Unapproved	10/17/2001	10/19/2001	\$265.09	\$.00	000000000000000000	B H SERVICES INC	035380	24270761291286544580056
Unapproved	10/18/2001	10/22/2001	\$27.89	\$.00	01710480	KNECHT HOME CENTER	007331	24323001292138017104808
Unapproved	10/17/2001	10/22/2001	\$59.85	\$.00		IMPRESSIONS RUBBER STAMP	055537	24417891294386591282738
Unapproved	10/22/2001	10/24/2001	\$188.36	\$.00	000000000000000000	B H SERVICES INC	015589	24270761296200520801027
Unapproved	10/22/2001	10/24/2001	\$147.34	\$8.34	622950209	NATL SEMINARS 6006825061	026129	24412951296001004990202

Report Run Date: 10/31/2001 Time: 13:55:08

Page 1 of 1 100% 11 x 8.5 in

Done Internet

D. PRINTING YOUR MONTHLY STATEMENT (if required) AND MONTHLY LOG

END OF CARDHOLDER PROCEDURES SECTIONS

2. BILLING OFFICIALS INSTRUCTIONS FOR OPERATION OF C.A.R.E.

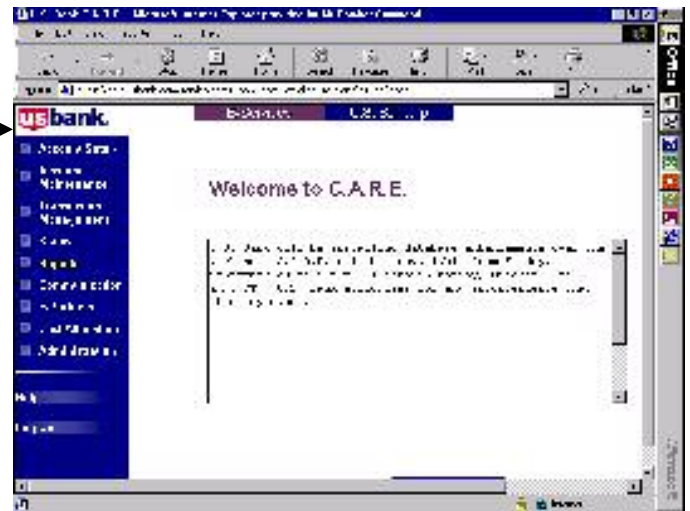
Following are instructions for Billing Officials to use to properly maintain accounts under their control. To log-on and control passwords see section 1 page 3.

A. TRANSACTION LOG ENTRIES

As a BO, you are responsible for your cardholders and their proper use of cards and C.A.R.E. You can view the cardholder's log electronically using the following procedures.

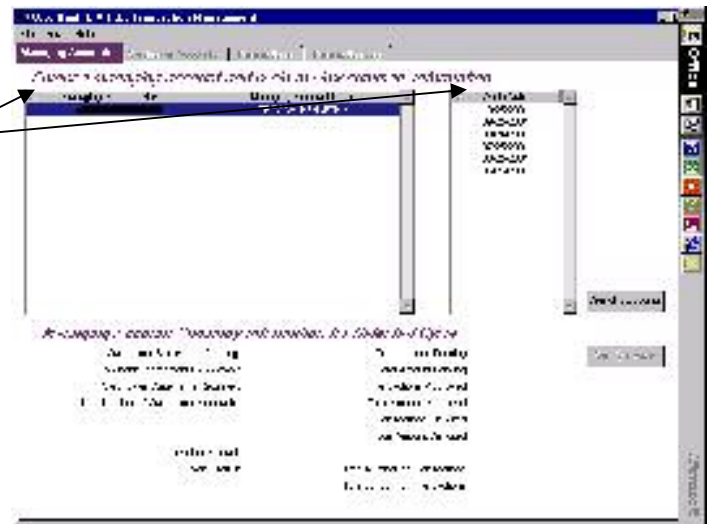
Log into CARE.

Click on Transaction Management. (It takes a while to load so be patient)



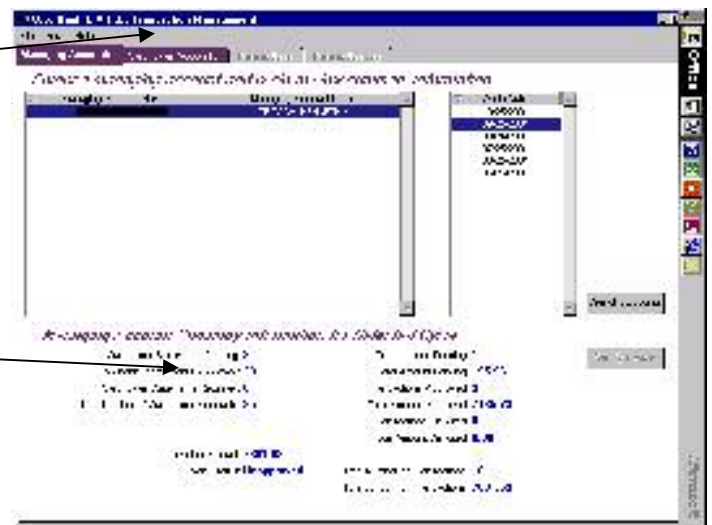
Highlight the account then click on the cycle you wish to review.

In this example we will be looking at 9/25/01 cycle.



You will notice now that the “Cardholders Accounts” tab is highlighted.

Click on the Cardholders Accounts tab.



You can also see the total amount of expenditures pending on this account for the cycle selected.

[illegible]

The screenshot shows the 'Kontenplan' (Chart of Accounts) window in SAP. The window title is 'Kontenplan'. The menu bar includes 'Kontenplan', 'Einstellungen', 'Drucken', and 'Hilfe'. The main area displays a list of accounts with columns for 'Kontenplan', 'Kontenplan', 'Kontenplan', and 'Kontenplan'. The list includes accounts like '10000000', '10000001', '10000002', etc., with their respective names and types. A red arrow points to the 'Kontenplan' column header.

[illegible]

The screenshot shows the SAP 'Kontrollplan' (Control Plan) screen. The main table lists control plan items with columns for 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'. The table contains several rows of data, including 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'. Below the table, there's a 'Kontrollplan' section with a table of control plan items. The table has columns for 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'. The table contains several rows of data, including 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'. At the bottom, there's a 'Kontrollplan' section with a table of control plan items. The table has columns for 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'. The table contains several rows of data, including 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', 'Kontrollplan', and 'Kontrollplan'.

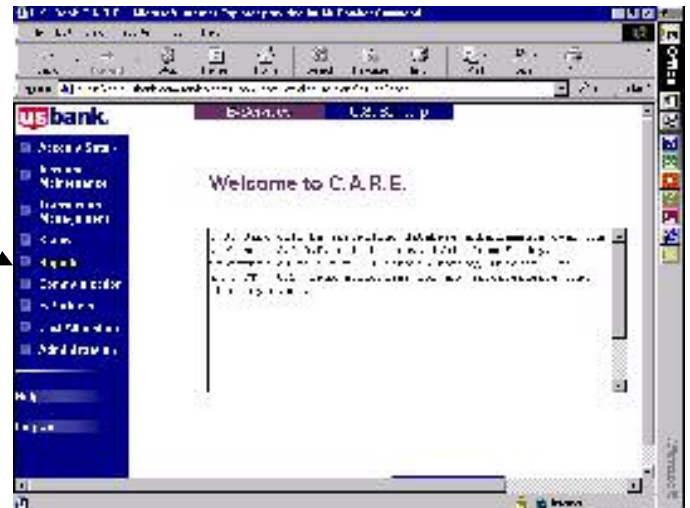
Project Name	Project Manager	Project Sponsor	Project Stakeholder
Project A	John Doe	Jane Smith	Bob Johnson
Project B	Jane Smith	John Doe	Bob Johnson
Project C	Bob Johnson	Jane Smith	John Doe
Project D	John Doe	Bob Johnson	Jane Smith
Project E	Jane Smith	John Doe	Bob Johnson
Project F	Bob Johnson	Jane Smith	John Doe
Project G	John Doe	Bob Johnson	Jane Smith
Project H	Jane Smith	John Doe	Bob Johnson
Project I	Bob Johnson	Jane Smith	John Doe
Project J	John Doe	Bob Johnson	Jane Smith

This ends the section on how to electronically review your cardholder's logs and accounts.

B. PRINTING A COMBINED MONTHLY SUMMARY REPORT

As a BO, you or your Resource Advisor may need to track or look-up the expenditure of funds for certain periods of time. You can print a report that shows how much is spent using the following procedures.

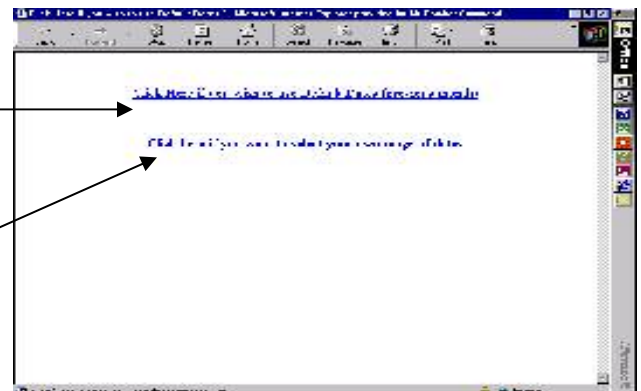
Click on Reports



Under "Summary Reports" click on Monthly Transaction Summary.



Select the report you want to run. To get your monthly BO report click on the first selection.



If you are compiling data for Awards or annual figures, choose the second selection and enter the dates required.

For ease of reading/printing and manipulation, select as an Excel document.

Click Submit.



Now you must identify the account you want to print. Select your “Level 5” number (same as company number).



This is the report you will receive. It is a combined listing of all your account holders for the period of time specified. As you can see, there is a lot of data on the report you may not need. You can “resize” the columns to save space and even hide/delete columns you don’t need (such as Level 6&7) so you can print your report. (Once you have the info you need you may have to print as “Landscape” under page setup.)

Account Number	Account Name	Account Type	Account Status	Account Balance	Account Interest Rate	Account Minimum Payment	Account Due Date	Account Payment History	Account Contact Information
1234567890	John Doe	Checking	Active	\$1,234.56	0.00%	\$50.00	01/15/2024	01/15/2024	1234 Main St, Anytown, CA 90210
0987654321	Jane Smith	Savings	Active	\$5,678.90	0.01%	\$10.00	01/15/2024	01/15/2024	5678 Elm St, Anytown, CA 90210
1122334455	Bob Johnson	Checking	Active	\$2,345.67	0.00%	\$75.00	01/15/2024	01/15/2024	9876 Oak St, Anytown, CA 90210
5544332211	Alice Brown	Savings	Active	\$3,456.78	0.01%	\$15.00	01/15/2024	01/15/2024	4321 Pine St, Anytown, CA 90210
6677889900	Charlie Davis	Checking	Active	\$4,567.89	0.00%	\$60.00	01/15/2024	01/15/2024	7890 Maple St, Anytown, CA 90210
9900112233	Diana Evans	Savings	Active	\$6,789.01	0.01%	\$20.00	01/15/2024	01/15/2024	2109 Cedar St, Anytown, CA 90210
2233445566	Frank Green	Checking	Active	\$7,890.12	0.00%	\$80.00	01/15/2024	01/15/2024	5432 Birch St, Anytown, CA 90210
3344556677	Grace Hill	Savings	Active	\$8,901.23	0.01%	\$25.00	01/15/2024	01/15/2024	8765 Spruce St, Anytown, CA 90210
4455667788	Henry King	Checking	Active	\$9,012.34	0.00%	\$90.00	01/15/2024	01/15/2024	1098 Willow St, Anytown, CA 90210
7788990011	Ivy Lee	Savings	Active	\$10,123.45	0.01%	\$30.00	01/15/2024	01/15/2024	3210 Ash St, Anytown, CA 90210
8899001122	Jack Miller	Checking	Active	\$11,234.56	0.00%	\$100.00	01/15/2024	01/15/2024	6543 Hickory St, Anytown, CA 90210
0011223344	Karen Wilson	Savings	Active	\$12,345.67	0.01%	\$35.00	01/15/2024	01/15/2024	9876 Poplar St, Anytown, CA 90210
1122334455	Leo White	Checking	Active	\$13,456.78	0.00%	\$110.00	01/15/2024	01/15/2024	2109 Sycamore St, Anytown, CA 90210
2233445566	Mia Young	Savings	Active	\$14,567.89	0.01%	\$40.00	01/15/2024	01/15/2024	5432 Walnut St, Anytown, CA 90210
3344556677	Noah Black	Checking	Active	\$15,678.90	0.00%	\$120.00	01/15/2024	01/15/2024	8765 Cherry St, Anytown, CA 90210
4455667788	Olivia Gray	Savings	Active	\$16,789.01	0.01%	\$45.00	01/15/2024	01/15/2024	1098 Dogwood St, Anytown, CA 90210
5566778899	Peter Hall	Checking	Active	\$17,890.12	0.00%	\$130.00	01/15/2024	01/15/2024	3210 Elderflower St, Anytown, CA 90210
6677889900	Quinn King	Savings	Active	\$18,901.23	0.01%	\$50.00	01/15/2024	01/15/2024	6543 Foxglove St, Anytown, CA 90210
7788990011	Rachel Lee	Checking	Active	\$19,012.34	0.00%	\$140.00	01/15/2024	01/15/2024	9876 Gardenia St, Anytown, CA 90210
8899001122	Sam Miller	Savings	Active	\$20,123.45	0.01%	\$55.00	01/15/2024	01/15/2024	2109 Hyacinth St, Anytown, CA 90210
9900112233	Tina Wilson	Checking	Active	\$21,234.56	0.00%	\$150.00	01/15/2024	01/15/2024	5432 Impatiens St, Anytown, CA 90210
0011223344	Uma Young	Savings	Active	\$22,345.67	0.01%	\$60.00	01/15/2024	01/15/2024	8765 Jasmine St, Anytown, CA 90210
1122334455	Victor Black	Checking	Active	\$23,456.78	0.00%	\$160.00	01/15/2024	01/15/2024	1098 Lavender St, Anytown, CA 90210
2233445566	Wendy Gray	Savings	Active	\$24,567.89	0.01%	\$65.00	01/15/2024	01/15/2024	3210 Marigold St, Anytown, CA 90210
3344556677	Xavier Hall	Checking	Active	\$25,678.90	0.00%	\$170.00	01/15/2024	01/15/2024	6543 Petunia St, Anytown, CA 90210
4455667788	Yara King	Savings	Active	\$26,789.01	0.01%	\$70.00	01/15/2024	01/15/2024	9876 Rosemary St, Anytown, CA 90210
5566778899	Zoe Lee	Checking	Active	\$27,890.12	0.00%	\$180.00	01/15/2024	01/15/2024	2109 Sunflower St, Anytown, CA 90210
6677889900	Adam Miller	Savings	Active	\$28,901.23	0.01%	\$75.00	01/15/2024	01/15/2024	5432 Thistle St, Anytown, CA 90210
7788990011	Bella Wilson	Checking	Active	\$29,012.34	0.00%	\$190.00	01/15/2024	01/15/2024	8765 Verbena St, Anytown, CA 90210
8899001122	Chris Young	Savings	Active	\$30,123.45	0.01%	\$80.00	01/15/2024	01/15/2024	1098 Zinnia St, Anytown, CA 90210

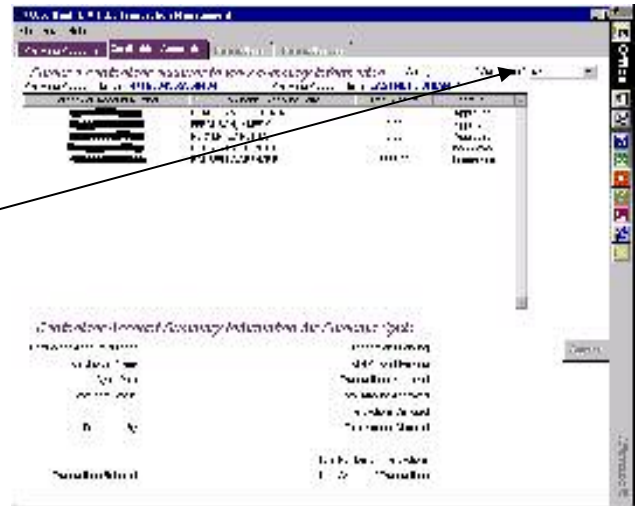
END OF BILLING OFFICIALS REPORTS SECTION

C. IF CARDHOLDER UNAVAILABLE TO APPROVE ONE BUSINESS DAY AFTER THE CYCLE.

If your cardholder is TDY, Deployed or just not available to approve actions one business day after the cycle cutoff, you can approve transactions as the cardholder. If it is 16 days or more after the end of the cycle you CANNOT select act as the cardholder (cardholder is locked out), at that point only the billing official can work the account.

Once you login and go to Transaction Management and then select the account you want to work you will see this screen.

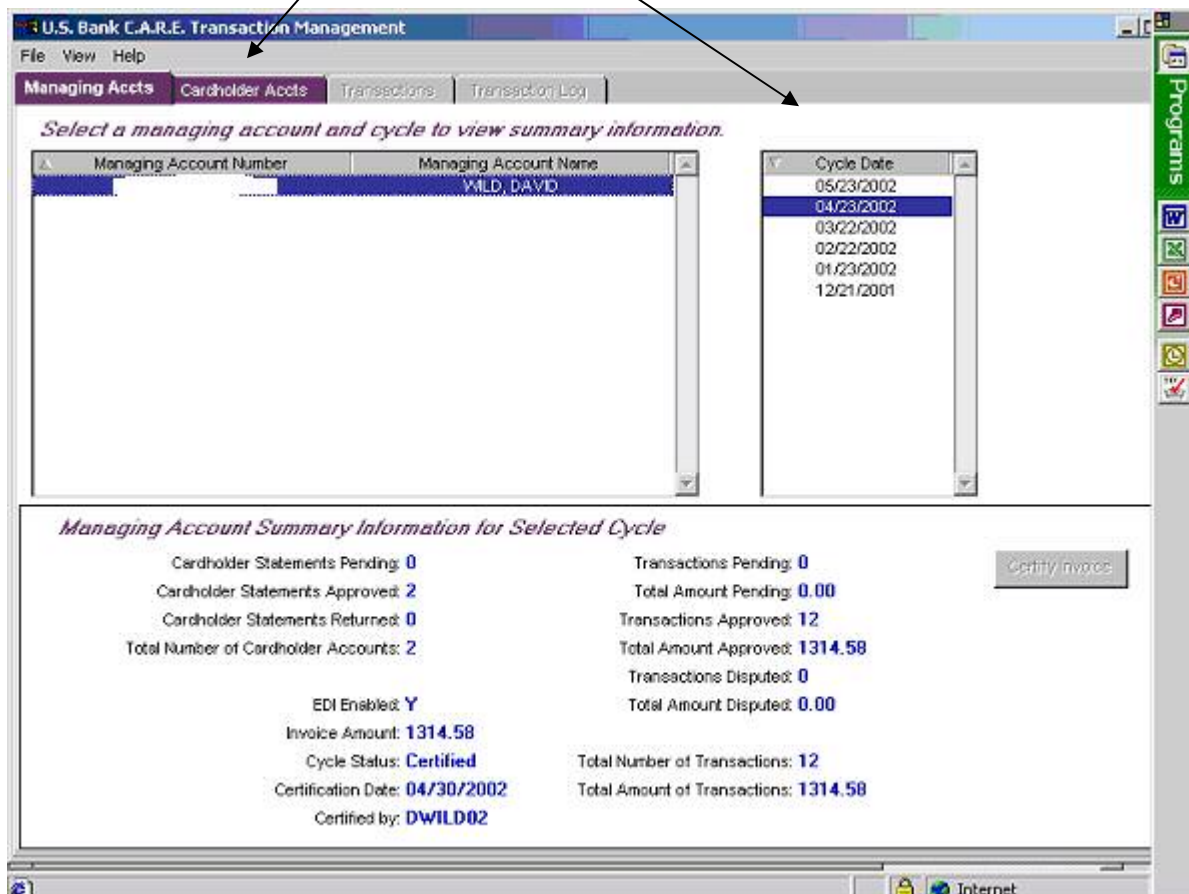
If it is less than 15 days after the cycle you can act as the cardholder by selecting yes here. Then select the cardholders name and begin working the account as identified in section 1 subsection B page 5.



D. APPROVING YOUR BILLING OFFICIAL ACCOUNTS

Once your cardholder accounts are approved and you have verified their transactions are appropriate, you must certify your statement. Your billing official statement serves as the official invoice for payment. To process electronic payment, you must select the correct month's statement and click "Certify/Invoice" on the "Managing Accounts" tab. This will change your statement status from "Unapproved" to "Certified" and will show the date certified along with who certified. The bank runs an electronic sweep each night to begin the payment process.

Log into Transaction Management and click on the account and cycle you want to CERTIFY.



You will get a screen to verify you are certifying the accuracy of the transactions/account. Click the appropriate button.